

SECTION

5

GENERAL RULES AND REGULATIONS - ELECTRIC

1. SCOPE OF RULES AND REGULATIONS: These rules and regulations, as applicable, govern electric service provided at the various rate schedules of the Company.

2. APPLICATION FOR SERVICE: Anyone desiring electric service from the Otter Tail Power Company must make application to the Company before commencing the use of the Company's service. The Company reserves the right to require a signed application or written service agreement for the service to be furnished. Receipt of the electric service, however, shall constitute the receiver a customer of the Company subject to its rates, rules and regulations, whether service is based upon service agreement, signed application, or otherwise. All applications and contracts for service shall be made in the legal name of the party desiring service. The customer will be responsible for payment of all service furnished until discontinued.

The Company will not connect a customer for electric service until the customer has obtained all necessary permits from the proper authorities. Service may be denied to any customer for failure to comply with the applicable requirements of these rules, or with the service regulations of the Company on file with any regulatory body having jurisdiction.

A customer applying for service shall pay an appropriate connection charge as established and approved from time to time. The connection charge shall apply to any new customer, a change in name at an existing point of service, and for reconnection following temporary disconnection at the customer's request. The connection charge is subject to the Company's payment policy as provided in the applicable rate schedule.

Subject to its rates, rules and regulations, the Company will use reasonable diligence to furnish continuous service, and customer will be responsible for payment of all service furnished until discontinued.

3. RULES AND SPECIFICATIONS GOVERNING METER AND SERVICE INSTALLATIONS: The Company printed booklet so entitled and as revised from time to time is, by this reference, specifically made a part of these general rules and regulations.

All revisions will be filed with the appropriate State Regulatory Commission.

4. DEPOSITS: The customer may be required to make a deposit to insure payment of bills when due. The amount of deposit will be approximately twice the estimated monthly bill, and will be based on the heaviest month's use.

In case of discontinuance of service for nonpayment of amounts payable, when due, Company will not restore service until all arrears are paid in full and a cash deposit as above required is made, or until other satisfactory credit arrangement is made.

GENERAL RULES AND REGULATIONS (Continued)

5. CONTINUITY OF SERVICE: The Company will use all reasonable care to provide continuous service but does not assume responsibility for a regular and uninterrupted supply of electric service and shall not be liable for any loss, injury or damage resulting from the use of service, or arising from, or caused by the interruption or curtailment of the same.

6. EXTENSION OF SERVICE: The Company will, at its own expense, extend its facilities for supplying electric service when the anticipated revenue from the sale of additional service justifies the expenditure. If it appears to the Company that the expenditure may not be justified, the Company may require the customer to sign a contract guaranteeing a certain minimum amount of revenue over the first three years use of electric service, or such other initial period of service as may be determined by the Company, and to make an advance payment, as determined by the Company, to guarantee payment of this minimum amount of revenue.

If the customer uses the specified minimum of electric service by the end of the said initial period of service, the advance will be refunded to him. However, if the customer uses less than the minimum, the amount of the deficiency will be billed to the customer, or will be deducted from the deposit, and the balance of the deposit, if any, will be refunded to the customer.

7. TEMPORARY SERVICE: Temporary service is defined as service to circuses, carnivals, traveling shows, construction projects and all other purposes which, from their very nature evidently will be of short duration.

A customer taking temporary service shall pay the regular rates applicable to the class or classes of service rendered for all energy used, and, in addition, shall pay the installation and removal cost, less salvage value, of facilities installed by the Company to furnish temporary service to the customer. If service is taken for less than one normal billing period, (a normal billing month), there shall be no prorating of the blocks or of the minimum. Such customer shall be billed as though service had been taken for an entire month.

The Company may require the customer to make an advance deposit sufficient to cover the estimated cost of furnishing temporary service.

8. STANDBY, SUPPLEMENTARY AND EMERGENCY SERVICE: Will be provided only in accordance with special contracts with individual customers or at a Standby, Supplementary Service or Emergency Service Rate which has been filed with and approved by the appropriate regulatory agency. Contracts, when entered into, will be subject to approval by the appropriate regulatory agency. Standby, Supplementary and Emergency Service will include any service where electricity is or will be used on an uncontrolled basis for supplementing or backing up any alternate energy source, including wind and solar systems.

GENERAL RULES AND REGULATIONS (Continued)

9. GASEOUS TUBE LIGHTING: A customer will not be permitted to connect to the Company's lines, any fluorescent, neon or other lighting equipment having similar load characteristics, unless equipment is provided, without expense to the Company, with auxiliaries or other means to correct the power factors of such equipment to not less than 90%.

10. SPECIAL EQUIPMENT: At a customer's request, the Company will make service available to certain special equipment over a separate service line or separate transformer, and through a separate meter with separate billing. If it appears to the Company that its expenditure may not be justified by the anticipated revenue, the rule covering extension of service will apply.

Equipment which, because of its operating characteristics, may interfere with satisfactory service to other customers may, at the Company's option, be served through a separate service and meter with separate billing. When this condition is encountered, the customer shall, at his expense, make the necessary changes to properly correct the existing condition.

11. RURAL METER READINGS: Customers located in rural areas shall, upon request of the Company, each report the reading of his meter monthly on forms provided by the Company. The Company will verify such readings by having one of its employees read such meters at intervals of approximately twelve months.

12. ACCESS TO CUSTOMERS' PREMISES: Company representatives, when properly identified, shall have access to customers' premises at reasonable times for the purpose of reading meters, making repairs, making inspections, removing the Company's property or for any other purpose incident to the service.

13. SERVICE AREAS: Classification of communities for rate purposes shall be determined by the last official federal or state census as published. Rates shall be designated as follows:

- Rate Zone 1 - All communities including unincorporated communities.
- Rate Zone 9 - Rural areas and resort areas.

Customers outside of, but adjacent to or near the city limits of any community, shall be charged the rate applicable to like customers inside the city limits if they are so located that from a practical standpoint they are a part of the community.

14. SERVICE CLASSIFICATION: Rates designated "General Service" are available to any customer in the class of community or service area designated.

Other rates shall apply only to the class of customers designated in the title of the rate, and only under the circumstances, and in accordance with the terms and for types of equipment specified in "Application of Schedule."

GENERAL RULES AND REGULATIONS (Continued)

A "residential" rate may be applied only to an individual residence, flat, private apartment, trailer, fraternity house or sorority house; but including garages and other auxiliary buildings on the premises and used by the residential customer. A residence containing not more than one "light housekeeping" unit in addition to the principal residential unit may be classified as a single unit.

Where the owner, proprietor or operator of a commercial enterprise occupies living quarters in the same building as his commercial enterprise, he may, at his option, have the electricity used in his living quarters separately metered and billed at the applicable residential rate, or this electricity may be included in the central metering to the commercial enterprise, in which case billing shall be at the applicable General Service Rate.

The Farm Service Rate shall apply to any customer carrying on normal farming operations regardless whether the farm is situated within or without the corporate limits of any city or village.

A residence located adjacent to or on a farm, but not being a part of the farm operation, shall be considered simply as a residence in a rural area and shall be metered separately and billed at the proper applicable rate. If such residence is occupied by a family member involved with the operation of the farm, the dwelling may be classified as either residential or farm. Farm classification will allow some or all of the outbuildings to be metered with the residence. If classified residential, only those outbuildings associated with residential usage, such as a garage or storage building, may be metered with the residence.

15. MASTER METERING: Master metering will not be permitted on any building, mobile home park or trailer court where construction began after June 13, 1980. This includes "new" multiple occupancy buildings and "existing" multiple occupancy buildings with master metering that are substantially remodeled or renovated for continued use as such.

Exceptions to this rule include hospitals, nursing homes, transient hotels and motels, dormitories, campgrounds, other residential facilities of a purely transient nature, residential duplexes where the owner occupies one of the two units, central heating or cooling systems, central ventilating systems, central hot water systems, existing mobile home and trailer parks provided the electric charges made by the owner or operator to each tenant thereof shall be equal to such tenant's prorated share of the total amount charged to the owner by the utility company in proportion to the ratio of the square foot floor area of each tenant's unit to the total square foot floor area of the mobile home court or trailer park, and any multiple occupancy building constructed, owned or operated with funds appropriated through the Department of Housing and Urban Development, or any other federal or state government agency.

GENERAL RULES AND REGULATIONS (Continued)

Existing multiple occupancy buildings that are being substantially remodeled or renovated for continued use as such, will be permitted to have master metering only if the owner can demonstrate to the satisfaction of the Public Utilities Commission that conversion to individual metering would be impractical, uneconomical or unfeasible. Existing multiple dwellings currently served on the Residential Service Rate will continue to have each block of the rate schedule and the minimum multiplied by the number of dwelling units, regardless of whether all the units are occupied or not.

Existing farms occupied by two or more families living in separate dwellings, but all concerned with the normal operation of the farm, may be master metered and billed at the standard Farm Service Rate subject to any substantial remodeling or renovation commencing after June 13, 1980.

16. ELECTRIC SERVICE BILL - IDENTIFICATION OF AMOUNTS AND METER READING: Each amount on the Electric Service Bill will be identified by a descriptive reference to the rate schedule under which the amount is computed, or other explanation, and on the same line with the amount. Where codes are used to identify a prorated bill, a cancelled bill, an estimated reading, a meter exchange or other pertinent data, an explanation of each code will be shown on that portion of the face of the bill retained by the customer.

In addition to the above appearing on the standard form for Electric Service Bills, rate schedules for Large General Service may be billed and identified on special bill forms.

17. USE OF SERVICE: Electric service may be used only for the purpose set forth in the respective rate schedules. Electric service is furnished for the use of the customer only, and the customer shall not resell it to other persons.

18. ENERGY DIVERSION: In any suspected case of meter tampering or energy diversion, the customer will be subject to discontinuance of service and prosecution under existing applicable laws. The Company will be entitled to collect from the customer for the unrecorded energy use in an amount estimated from the most current data available and any expenses incurred as the result of any such offense. Billing to the customer will be itemized so as to identify all charges.

19. ESTIMATING DEMANDS: Demands shall be measured as provided in the applicable rate schedule. However, in the absence of a demand meter, the demand may temporarily be estimated from the best information available.

Electric welders may be rated according to the following rule for the purpose of determining minimum monthly charges, or for the purpose of estimating demand in the absence of a demand meter.

GENERAL RULES AND REGULATIONS (Continued)

Electric welders installed and operated on standard 30 ampere or smaller fuses in a 30 ampere switchbox - 5 hp.

Electric welders installed and operated on standard fuses larger than 30 ampere but not larger than 60 amperes in a 60 ampere switchbox - 10 hp.

Electric welders installed and operated on standard fuses larger than 60 amperes but not larger than 100 amperes in a 100 ampere switchbox - 15 hp.

20. ESTIMATING READINGS ON FINAL BILLS: Final readings on meters located in towns where the Company has no resident service representative may be estimated at the time the customer requests that service be discontinued. Estimates will be made on the basis of previous average usage. All estimated readings shall be clearly marked as such.

In the event that the customer shall demonstrate reasons why the estimate is not equitable, an adjustment will be made on a basis satisfactory to the customer and consistent with the best information available.

21. FRACTIONAL MONTH BILLING: Bills will be prorated for a period of less than one month when service is begun or terminated between the regular meter reading dates. Bills shall be prorated for a fraction of a month on a daily basis, except that a period from 24 days to 36 days inclusive shall be considered a normal month due to the normal variation of scheduled meter reading dates. The proration shall apply to both the demand and energy components of the rate. Proration on a daily basis shall also apply when the period between meter readings is more than one month.

22. ADJUSTMENT FOR MUNICIPAL PAYMENTS: In the event that a Municipality collects or receives any payment or payments from the Company for or by reason of the use of the streets, alleys and public places of the Municipality, or for or by reason of the operation of the utility business or any portion or phase thereof in the Municipality, whether such payments be called a tax, assessment, license fee, percentage of earnings or revenues, lump sum payments, or otherwise, or whether such payments are made under the provisions of any ordinance, resolution, franchise, permit, or otherwise, bills for electric service in such Municipality will be increased during the period or periods in which any such payment or payments are collected or received by an aggregate amount approximating the amounts of such payment or payments, and bills rendered under the several rate schedules in effect in such Municipality will be increased by the applicable proportionate part of any such payment or payments.

23. WAIVER OF RIGHTS OR DEFAULT: No delay by the Company in enforcing any of its rights shall be deemed a waiver of its rights, nor shall a waiver by Company of one of customer's defaults be deemed a waiver of any other or subsequent defaults.

NOTED AND ROUTED

Mgr.		Dept. Head	
Off. Mgr.		Ass't.	

Sheet No. 506

FOR POLICY MANUAL - 3/15/95
(Replaces Sheet Dated 8/15/91)

SUBJECT: OTTER TAIL POWER COMPANY GUIDELINE FOR UNDERGROUND
DISTRIBUTION 12.5 KV AND BELOW

T Beautification of electric distribution systems, whether overhead or underground, is a goal of Otter Tail Power Company. In new developments, the semi-underground distribution system is gaining popularity as one of high aesthetic value.

T For Otter Tail management information, the following guidelines have been set out for underground services and distribution projects: The installation of all underground distribution by Otter Tail must be arranged for construction during the period of unfrozen ground. Earth composition also should be suitable for either plowing or trenching operations.

T Definition of service lateral for this guideline is the conductors between the system secondary or primary conductors (including any risers at a pole, pedestal, or transformer) and the first point of connection to the service entrance conductors located outside the building wall or in a mobile home pedestal.

I. OVERALL REQUIREMENTS - OTTER TAIL POWER

- T
- A. Be responsible for design and installation of the system.
 - B. Coordinate the installation of its system with other utilities installed on the property.
 - C. Cooperate in the joint use of trenches where such is not prohibited by state or local regulations.
 - D. Maintain single-phase 120/240-volt service in the capacity required by the customers. Three-phase service will be available only by special arrangement.

II. OVERALL REQUIREMENTS - DEVELOPER OR INDIVIDUAL

- T
- A. Provide the necessary easements or agreement as specified by Otter Tail.
 - B. Establish grades in the area which shall not be above or more than 4" below final grade.

Sheet No. 507

FOR POLICY MANUAL - 3/15/93
(Replaces Sheet Dated 10/18/85)

T

- C. Be responsible for any seeding, sodding, or refilling of the trench.
- D. Must remove and replace, at his expense, any concrete or asphalt over-lay or obstruction to provide a path for trenching, including obtaining any necessary permits.

III. RESIDENTIAL

A. Residential Requirements For All Cases Under B

T

- 1. Customer must supply an Otter Tail-approved 200 Amp or larger meter socket or current transformer cabinet so Otter Tail Power conductors can be terminated on the outside of the house. A conduit of adequate size must be in place from 18" below grade to the termination housing.

C

- 2. Otter Tail Power's service length is limited to the two closest sides of house from service origination. Any length beyond these sides would require that the customer supplies all additional trenching and backfilling.

B. Residential Service Cases

T

- 1. Underground service lateral to a new home or existing one with inadequate service.

R

- a. Otter Tail Power will install.

- 2. Underground service lateral to an existing home with adequate service.

- a. Otter Tail Power will install if the customer supplies all trenching and backfilling.

T

- 3. Underground service to a new development.

- a. Otter Tail Power will install the system after sewer and water have been installed, if on a city system.

IV. MOBILE HOMES

A. Mobile Home Requirements For All Cases Under B

Sheet No. 508

FOR POLICY MANUAL - 3/15/95
(Replaces Sheet Dated 8/15/91)

- T 1. The Customer must furnish an Otter Tail Power-approved mobile home pedestal with ground rod and breakers set in place.

B. Mobile Home Service Cases

- T 1. Underground system for a new mobile home park.
a. Otter Tail Power will install.
- T 2. Underground system for an existing park replacing old system, whether overhead or underground.
a. Otter Tail Power will install if the customer supplies all trenching and backfilling.
- T 3. Underground service lateral to an individual new mobile homes or existing one with inadequate service.
a. Otter Tail Power will install.
- C 4. Underground service lateral to individual mobile homes with existing adequate service.
a. Otter Tail Power will install if the customer supplies all trenching and backfilling.

V. COMMERCIAL

A. Commercial Requirements For All Cases Under B

- T 1. Where Otter Tail provides the secondary service for small loads, the customer must furnish an approved 200 Amp or larger meter socket or current transformer cabinet or junction box so Otter Tail Power conductors can be terminated on the outside of the building. A conduit or conduits must be in place from 18" below grade to the termination housing or socket.
- C 2. Otter Tail Power's service length is limited to the two closest sides of building from service origination. Any length beyond these sides would require that the customer supplies all additional trenching and backfilling.
- T 3. Services sizes of larger than 200 Amp will be served by running a primary voltage to a transformer near the building or running a secondary service to the building as in Item 1. Construction Standards Book, Sheet No. 1209, covers transformers near the buildings.

Sheet No. 509

FOR POLICY MANUAL - 3/15/95
(Replaces Sheet Dated 8/15/91)

- T 4. The customer must provide a secondary junction/current transformer cabinet for all services above 400 Amp single phase or 200 Amp three phase since metering current transformers will not be allowed in the padmount transformer. OTP will furnish the secondary conductors between this cabinet and the padmount transformer.
- T 5. The customer will be required to supply the transformer pad when a cement one is needed.
- B. Commercial Service Lateral Cases
- T 1. Underground service lateral to a new building or existing one with inadequate service.
a. Otter Tail Power will install.
- C 2. Underground service lateral to an existing building with adequate overhead service of 200 Amp or less capacity.
a. Otter Tail Power will install if the customer supplies all trenching and backfilling.
- C 3. Underground service lateral to an existing building with adequate overhead service of more than 200 Amp capacity. Handled on an individual customer basis by Division Manager and Division Engineer jointly after considering undergrounding costs vs. benefits to customer and Otter Tail Power.
- T 4. Underground service to a new development.
a. Otter Tail Power will install after sewer and water have been installed, if on a city system.

VI. TRAVEL TRAILER PARKS

- T A. Otter Tail Power will provide an underground service lateral and each case will be handled individually as to requirements of the customer and customer contribution.

VII. STREETLIGHTING

- C A. Otter Tail Power will install, own, and maintain underground street-lighting system.

Sheet No. 510

FOR POLICY MANUAL - 3/15/95
(Replaces Sheet Dated 8/15/91)


VIII. MUNICIPAL REGULATIONS

- T
- A. Underground distribution installations and any agreements therefore, as provided in this policy, shall conform to any applicable municipal regulations, adopted by ordinance or resolution of the City Council, or by a Planning Commission or Zoning Board or similar municipal body.



Director, Electrical Construction

APPROVED:



Vice President, Electrical

OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

Section No. 5
First Revised Sheet No. 12
Cancelling Original Sheet No. 17

FOR GENERAL OFFICE MANUAL - 11/1/71
(Replaces Sheet Dated 4/26/65)
(Copy of Accounting Circular No. 207 Dated April 12, 1965)

SUBJECT: CUSTOMER ADVANCES FOR SERVICE EXTENSIONS

Electric Service Agreements have been drawn up for use when an extension is to be built to supply service to a customer and where a deposit is required from the customer and which deposit may be refundable under certain conditions. These forms are as follows:

Form 94 - Electric Service Agreement. Used primarily where a connection charge is required. See Sheet No. 2100.

Form 94A - Application for Rural All-Electric Rate. Used as a supplement to Form 94. This is used when the rural customer is applying for the All-Electric Rate.

Form 95 - Electric Service Agreement--Three-Year Minimum Guarantee--Minnesota and South Dakota. This form used for accounts required to make an advance payment to guarantee 3 years' minimum revenue to justify the investment for the service extension.

Form 96 - Electric Service Agreement--Three-Year Minimum Guarantee--North Dakota. This form used for the same purpose as Form No. 95.

When a customer has used the specified minimum as specified on Form 95 and Form 96 by the end of the three-year period, or as soon as practical after the minimum is met, the advance payment will be refunded to him. However, if the customer uses less than the minimum required, the amount of the difference shall be deducted from the advance payment and the balance of the advance payment, if any, will be refunded to him. In cases where the advance payment is less than the revenue deficiency, the difference will be billed on the customer's electric service bill. It would be well to collect enough advance payment so that you do not have to go back after the termination of the three years to collect a deficiency in the guaranteed minimum three-year revenue.

All extensions will be done under work orders, Form 770. In preparing your estimate of the service extension work order, be sure to include the allocated payroll expense in the estimated cost. After you have completed the estimate of this work order, the three-year revenue requirement should approximate the estimated cost of the job.

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary

OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

Section No. 5
First Revised Sheet No. 13
Cancelling Original Sheet No. 15

FOR GENERAL OFFICE MANUAL - 11/1/71
(Replaces Sheet Dated 4/26/65)
(Copy of Accounting Circular No. 207 Dated April 12, 1965)

In the larger jobs, no rigid formula is established to arrive at the advance, but it is emphasized that a sufficient advance payment be collected to avoid going back to the customer after the three-year period to collect a deficiency.

As a guide for you to use to calculate the advance payment, we show the following proposal:

For extensions, the same approach will be followed as was made when collecting contributions in aid of construction. To restate that policy: after the cost (estimated cost from work order application Form 770) has been determined, the customer's advance is to be \$50 for anything up to and including \$150 total cost. The customer's advance for that portion of the cost between \$150 and \$300 is 50% and 75% of the cost in excess of \$300. As an example: A \$400 extension calls for an advance of \$200 made up as follows: \$50 for the first \$150, plus \$75 or 50% of that portion between \$150 and \$300, plus \$75 or 75% of the excess of \$300. These advances may be figured to the closest even \$5.00. You may want to adjust for a larger or smaller advance payment, depending on the estimated revenue during the first three-year period.

Each district office, having entered into such agreements calling for three-year minimum revenue, shall set up a card file for each service agreement on card Form No. 54 (sample attached) to which the annual revenue shall be entered at the end of each contract year. At the end of the three-year period, the data shown on card Form 54, should be transmitted to the general office in duplicate. If a refund is due, the general office will draw the voucher. If the three-year minimum revenue requirement is met in less than three years, the procedure should be followed at the time the requirement is met. All of these accounts should be reviewed each year and the customer advised if his revenue is running short of guaranteed minimum revenue.

After the work order has been estimated and an agreement has been reached with the customer, the electric service agreement should be drawn in four copies for agreements applying to the State of North Dakota (Form 94, 94A, and 95) with the routing as follows:

All four copies will be signed by the customer with two witnesses and forwarded with the work order application to the general office. After the work order has been approved and the electric service agreement signed by an officer of the Company, the four forms will be forwarded by the general office to the Public Service Commission of North Dakota for their approval. After they have approved the agreement, they retain one copy and return three to the general office. The original will be filed in the general office contract file, one will be returned to the district office file and one to be returned to the district for the customer.

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary

OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

Section No. 5
First Revised Sheet No. 14
Cancelling Original Sheet No. 19

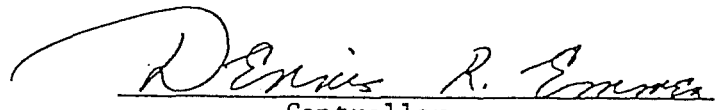
FOR GENERAL OFFICE MANUAL - 11/1/71
(Replaces Sheet Dated 4/26/65)
(Copy of Accounting Circular No. 207 Dated April 12, 1965)

Forms 94, 94A and 95 for Minnesota and South Dakota need only to be made out in triplicate since Commission approval does not apply in these two states. Process these the same as those for North Dakota except the Commission routing would not apply. Notification of service agreement work order approval will be handled in the regular way as is reported to you on other work orders.

Accounting Department Records

The charge for three-year revenue advances and connection charges will be set up on the sundry debtors ledger (account 143-16) by the general office accounting department. The amount of three-year revenue charges will be credited to account 253, and for connection charges the amount will be credited to 456.1.

A subsidiary ledger of account 253 will be kept by the general office accounting department and all pertinent dates similar to that kept by the district office will be shown on this ledger. The administrative department will file the electric service agreements by dates which will serve as a tickler file for review at the lapse of three years. When refund voucher is drawn, the amount will be charged to account 253 and individual posting will be made to the subsidiary ledger. Any balance remaining in the individual's account in the account 253 ledger will be transferred by journal entry to account 456.1-- Other Electric Revenue, Miscellaneous.


Controller

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary

NOTED AND ROUTED

Mgr.		Dept. Head	
Off. Mgr.		Ass't.	

FOR OTP POLICY MANUAL - 4/8/94
(Replaces Sheet Dated 3/9/90)

SUBJECT: CUSTOMERS' ADVANCE FOR SERVICE EXTENSIONS

OVERHEAD BILLING ADDITIONS

T Every estimate of costs for service extensions should include an amount for overhead expenses per OTP POLICY Manual Sheet No. 928 and Accounting Circular No. 5. Actual calculation of these overhead charges can vary as explained below:

Manually calculated billing estimates:

The labor charges should include "Administrative and General charges" per accounting circular No. 139.

1. If the above A & G charges are included in the billing estimate, a overhead charge should be computed using 15% of the total and labeled as "Billing Markup".
2. If no A & G charges were added to the estimate, then the overhead charge should be computed using 20% of the total and labeled as "General Overhead Costs".


Computer generated WO estimates:

The above A & G expenses will automatically be included in the WO estimate so the additional overhead charge should be manually computed using 15% of the total and labeled as "Billing Markup".

In the event the A & G charges or the overhead charges appear excessive for a specific job, the Division Manager has the flexibility to waive part or all of the charges if he feels it would be appropriate for public relations or other reasons.

T | 
Manager, Property Accounting

APPROVED:


Controller

OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

Section No. 5
First Revised Sheet No. 16
Cancelling Original Sheet No. 20

SUBJECT: CUSTOMER ADVANCES FOR SERVICE EXTENSIONS-Continued

Farm	<input type="checkbox"/>	Date of Contract		
Residence	<input type="checkbox"/>	Amount of Advance		
Commercial	<input type="checkbox"/>			
Power	<input type="checkbox"/>			
		Date of Connection		
Name				
Address				
W. O. No.				
W. O. Total Estimated Cost.				
3 year Min. Contract Revenue				
Revenue				
1st year	2nd year	3rd year	Total-3 years	Amt. to be refunded
Remarks, if any:				
Form No. 54 - Customer Advances for Service Extension				

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary

NOTED AND ROUTED

Mgr.		Dept. Head	
Off. Mgr.		Asst.	

FOR OTP POLICY MANUAL - 7/1/94
(Replaces Sheet Dated 2/1/94)

SUBJECT: CREDIT RATING POLICY - SOUTH DAKOTA

POLICY: In order to create favorable customer relations and abide by State Commission regulations, divisions will follow a collection policy according to the following procedure.

SCOPE: Collections from all South Dakota electric customers.

PROCEDURE:

- T 1. Net payment (without late payment charge) will be accepted until the 5 p.m. or division office closing time on the next scheduled billing date. After 5 p.m. or during billing on the next scheduled billing date, customers with a credit rating code of 1, 2, or 4 and a net account balance of \$10.00 or more after considering any EMP credit balance, will be assessed a late payment charge.
- T 2. The late payment charge shall be 1.5% of the net account balance of \$10.00 or more after considering any EMP credit balance, plus a collection charge of \$2.00.
3. Credit ratings shall be established as follows:
 - 0 = Good - one or less late payments in previous 12 months
 - 1 = Good - two or more late payments
 - 2 = Poor - at least one disconnection in previous 12 months, or at least three disconnect notices in previous 12 months
 - 4 = Early payment customer
 - 8 = Public and government accounts only

A new customer will be set up with a credit rating of "0" unless available information indicates another credit rating should be used.

If a new customer is set up with a credit rating of other than "0"-the system will set 999 in the credit history. This is done so the system will recognize a pre-set credit rating and not change the credit rating unless payments are received before the due date.

Two late payments will cause the "0" credit rating to be automatically updated to "1". Credit ratings 1 and 4 will be automatically updated to a "0" when 12 months of good payment history is established. Credit rating "2" will be automatically updated to "0" if no disconnection or less than three disconnect notices are generated in the previous 12 months. Credit rating code "8" is a permanent code.

Sheet No. 846C-2

FOR OTP POLICY MANUAL - 7/1/94
(Replaces Sheet Dated 2/1/94)

- T 4. Credit History: "0"-Payment received prior to Due Date-No Action.
"1"-Payment received after Due Date-Late Payment
"4"-NSF Check has posted to this Account
"7"-(South Dakota only)-NSF Check posted to account that had a disconnect issued.
"999"-Forced history for special credit rating set
"X"-New Customer-Months this customer was not at this premise
- N 5. CREDIT REFERENCE: A Credit Reference Information letter for Active or Final Bill Customers should be requested on the DCRD screen. This letter will include the Customer's name, Service Address, Account Number, Date Service Started, Date Service Stopped, Number of late payments in the last 12 months, and number of disconnect notices sent in the last 12 months. This letter will print on the printer you designate. Do not add any other information to this letter or write a different Customer Credit Information letter.
- T 6. Notices shall be sent out according to the following guidelines:
- Credit rating 8 = No notices
- Residential & Farms-Credit Ratings 0, 1, and 2-Disconnect Notices are printed 7 days after billing (April 1 - October 31) and 14 days after billing (November 1 - March 31), if: The 30-day arrears are \$50.00 or more and the net account balance is \$20.00 or more after considering any EMP credit balance
- OR
- The account is in arrears 60 days or more and the net account balance is \$20.00 or more after considering any EMP credit balance.
- Commercial-Credit Ratings 1 & 2-Disconnect Notices are printed 7 days after billing, if: The 30-day arrears are \$50.00 or more and the net account balance is \$20.00 or more after considering any EMP credit balance
- OR
- The account is in arrears 60 days or more and the net account balance is \$20.00 or more after considering any EMP credit balance.
- Credit rating 4 =
- Disconnect notice - 7 days after billing, if:
- The Net account balance is more than \$5.00 after considering any EMP Credit balance.

Sheet No. 846C-3

FOR GENERAL OFFICE MANUAL 7/1/94
(Replaces Sheet Dated 2/1/94)

T The Disconnect date shall be the 21st day after billing for credit rating 0, 1, and 2. The disconnect date for credit rating 4 shall be 14 days after billing. Disconnect notices are mailed directly to the customer from the General Office. The Division Office may set a special handling code of "9" to have the disconnect notice sent to their Division Office. If the special handling code of "9" is set, the disconnect notice is not listed on the customers mailed disconnect notice listing. The Divisions will be responsible for mailing these disconnect notices under the proper guidelines. The special handling code of "9" is a permanent code, unless changed by the Division Office.

During the period from November 1 through March 31, an additional 30 days shall be added to the disconnect date for residential and farm customers.

7. Service shall not be disconnected on any Friday, Saturday, Sunday, legal holiday, or at any time when OTP's business offices are not open to the public.

8. DISCONNECT HISTORY: "0"-No Action
"1" Disconnect Notice was sent
"8" Disconnected for Nonpayment

9. DISCONNECT COMMENTS: Update Disconnect Comments (UDSC) with the date and time of disconnection for each Customer in all three states. This screen updates the Disconnect History.

Add Disconnect Comments (ADSC) Use this screen to Add special information for a Disconnection for a Deposit. This screen updates the Disconnect History.


Update Disconnect Comments (UDSC) with the date and time of reconnection.

T 10. Collection Reports-The "DSUM" screen may be used in the Division Office. MRPT report CIS842 lists disconnect customers who have made payments.

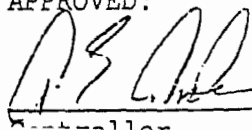
MRPT report CIS830 open-balance may be used for the Service Representatives.

MRPT report CIS825 lists customers remaining in disconnect status after the due date.

11. South Dakota Public Utilities Commission regulations must be complied with when applicable.


Supervisor, Division Services

APPROVED:



South Dakota Public
Utilities Commission
Date Filed: June 25, 2001

Doug Kjellerup
COO, Energy Delivery

7/27/01
Effective
Order 76274
Docket No:
EL01-01

OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

Section No. 5
First Revised Sheet No. 20
Cancelling Original Sheet No. 23

FOR GENERAL OFFICE MANUAL - 11/1/71
(Replaces Sheet Dated 1/17/62)

SUBJECT: APPLICATION OF EMPLOYEE ELECTRIC RATE (Presently Rate R-95)

The Employee Electric Rate, Special Rate No. 1294, was withdrawn from all employees effective November 1, 1961. The applicable standard rates will apply.

All presently retired Otter Tail employees who were being billed under Special Rate No. 1294 on November 1, 1961, will continue to be billed under this rate.

Retired employees being billed under Special Rate No. 1294 will be listed on the rate sheets for the town in which each resides.

This rate will be available to the retired employee as long as he remains the head of the family and maintains a household of his own, but the privilege ceases upon the death of the retired employee or the breaking up of his separate household.

J. P. Maurin
Manager, Rate Department

APPROVED:

Harold Johnson
Vice President & Treasurer

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary

FOR GENERAL OFFICE MANUAL - 5/25/89
(Replaces Sheet Dated 11/1/71)

SUBJECT: COMBINED RESIDENTIAL AND COMMERCIAL INSTALLATIONS

As provided in the General Rules and Regulations-Electric, it is company policy that each customer should be metered separately in accordance with the requirements of the rate and state in which the customer is to receive service.

1. Except as otherwise provided for "old multiple dwellings," if a customer rents out room (4 or more) or rents out apartments or trailer and mobile home sites with electricity supplied as part of the rent, the customer shall be billed under the General Service or other applicable commercial rate. The electricity must be included in the monthly rental charge and may not be resold as a separate charge for electric service, either metered or otherwise estimated.
2. In apartment buildings, if the general use (hall lights, laundry room, etc.) is metered separately from the apartments, billing shall be at the General Service or other applicable commercial rates.
3. In general, where there is some commercial use of a residential premise, and it is impractical to separate the metering, the predominant use shall govern the rate application. In case it is difficult to determine the predominant use, then the customer shall be classified as commercial.
Examples: A salesman or other businessman having one room of his house fitted up as an office, where the use of electricity for business purposes would be very limited, should be classified residential.

If the use of electricity for business purposes would seem to be greater than for residential purposes, as might be the case of a Beauty Shop which was extensively electrified, then the customer should be classified as commercial.

Any such customer should be encouraged to rewire the premises so that electricity used for residential, commercial, or other purposes will be metered and billed separately at the proper applicable rate.

OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

Section No. 5
First Revised Sheet No. 22
Cancelling Original Sheet No. 25

FOR GENERAL OFFICE MANUAL - 5/25/89
(REPLACES SHEET DATED 11/1/71)

Master metering of typical residential or commercial units is not permitted on new construction unless an exception applies. (Some exceptions are service to dormitories, hotels or motels, buildings constructed for occupancy solely by elderly, etc). For reply to questions regarding individual metering refer to the general rules and regulations for the state involved.



Administrator, Regulator Filings

APPROVED:



Vice President, Governmental & Legal

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary

OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

Section No. 5
First Revised Sheet No. 23
Cancelling Original Sheet No. 20

FOR GENERAL OFFICE MANUAL - 6/30/89
(Replaces Sheet Dated 5/15/89)

SUBJECT: THREE-PHASE SERVICE TO FARM AND RURAL COMMERCIAL

Three phase electric service requested by customers will be supplied under special agreement with the Company provided the use of the service will be great enough to support the additional investment. A special monthly minimum will be required to guarantee a proper return on the investment.

To permit the customer time to obtain and install his three-phase equipment and to rewire his premises and to provide for the build-up period required in practically any business, the first twelve-month period following initiation of three-phase service shall be considered to be a development period. During this development period, the monthly minimum charge shall be identical with that applying immediately prior to the three-phase service.

The following rules and monthly minimum formula shall be the basis on which you can negotiate for supplying three phase service.

1. The customer must enter into an agreement with the Company on a standard form, (Form No. 90), designating the location to which the three-phase service is to be supplied, specifying the minimum monthly charge which is to apply as long as three-phase service is furnished, and guaranteeing to pay the minimum monthly charge for at least 36 months, following the twelve-month development period mentioned above. After the four-year period (one-year development period plus 36 months), the customer may discontinue the three-phase service if he wishes and return to regular single-phase service with the then existing standard farm service rates applying.

During the twelve-month development period, the minimum monthly charge shall remain the same as at the time of contracting for three-phase service.

2. An estimate of the additional investment required to provide the three-phase service to the customer, including metering and 15% for billing markup as outlined on General Office Manual Sheet No. 838, shall be made. This must be approved by the division engineer. The minimum monthly charge to which the customer must agree will be determined from this estimate in accordance with the following formula:

Monthly minimum (from rate schedule) + (15% annual factor of estimated cost ÷ 12) = revised monthly minimum.

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary


OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

Section No. 5
First Revised Sheet No. 24
Cancelling Original Sheet No. 27

FOR GENERAL OFFICE MANUAL - 6/30/89
(Replaces Sheet Dated 5/15/89)

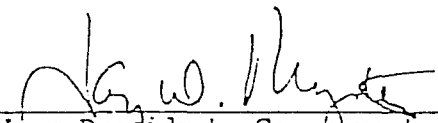
3. If two or more farms or rural commercial accounts served from the same line are to be converted to three-phase, the total cost for the conversion shall be divided between the accounts involved on an equitable basis.
4. Billing for electric service will be at the applicable farm or commercial rate except as modified by section numbered 2, above.
5. Farm service - the three-phase electric service provided on this basis is for the sole use of the customer for ordinary farm uses, including residential use of those performing the farming operation.

Rural commercial - billing must be at the applicable commercial rate.



Administrator, Regulatory Filings

APPROVED:



Vice President, Governmental & Legal

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary

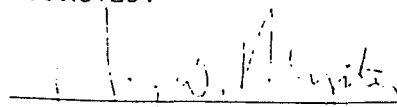
FOR GENERAL OFFICE MANUAL - 9/21/89
(Replaces Sheet Dated 11/1/71)

SUBJECT: CONTRACT RATES

The subject covers contracts for specific application of rates and minimum billing. The subject does not cover Electric Service Agreements and Three-Year Minimum Revenue Guarantee contracts. Also not included are contracts signed only for the convenience of the customer; these are usually for post offices and small government offices.

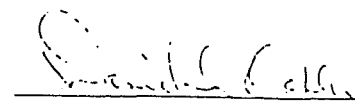
1. Contract rates will be specifically mentioned on the applicable town or division rural rate sheet. Information on the rate sheet will include the specific rate or minimum to be billed along with any special billing provisions. The Price Regulations Department will keep the rate sheet information up-to-date.
2. The division office shall keep an up-to-date file of these accounts. The Price Regulation Department should be informed of any changes in service conditions. Periodic review of the contracts should be made to determine if each contract should be continued, cancelled, or a new contract should be obtained. This review should be made at any time there is a change in rate schedules and at least annually prior to the expiration or automatic renewal date.
3. The division office should maintain the necessary communication with the Price Regulation Department so that there is an understanding about customer contacts. The Price Regulation Department will inform other interested general office personnel. This is particularly important at times of changes in rate schedules or application of the fuel adjustment clause.
4. When there is a change in the rate schedule covered by the contract and the contract specifies that a standard superseding rate may apply, no action need be taken by the division. When a different rate schedule becomes more advantageous to the customer, other than that specified in the contract, the contract should be rewritten or the Price Regulation Department notified of the change in writing.
5. The method used to modify or cancel a contract will be the decision of the division manager. In some instances, this could be done by a letter from the division manager which will be filed with the contract. In other instances, a statement from the customer or a contract amendment form may be felt necessary.

APPROVED:



Vice President, Governmental & Legal

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993



Administrator, Price Regulations

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

NOTED AND ROUTED

Mgr.		Dept. Head	
Off. Mgr.		Ass't.	

FOR GENERAL OFFICE MANUAL - 3/24/93
(Replaces Sheet Dated 5/31/91)
(Copy to Franchise & Municipal Contract Manual)
(See Acctg. Circular No. 2)

SUBJECT: MUNICIPAL SERVICE AGREEMENT & CONTRACT RATES

1. Streetlight Rates Applicable

a. For zone 1 communities--

T | MN--See Rate Schedule M-42M

ND--See Rate Schedule M-42N

SD--See Rate Schedule M-42S

b. Minnesota and North Dakota - Streetlights installed as of the date of the contract, as well as future installations, shall be billed at rates in effect when installed and/or such superseding amendments or changes as approved by the Public Utilities or Public Service Commission of the state involved.

South Dakota - Streetlights installed, as of the date of the contract, shall be billed at the approved rates in use on the date the contract goes into effect. Streetlights installed after the date of the contract shall be billed at the approved rates in effect when installed.

2. Other Municipal Services (OPA)--Includes municipal pumping service and incidental lighting.

a. For zone 1 communities--

T | MN--See Rate Schedule M-54M

ND--See Rate Schedule M-54N

SD--See Rate Schedule M-54S

3. Fire Siren Rate--

a. For zone 1 communities--

T | MN--See Rate Schedule M-59M

ND--See Rate Schedule M-59N

SD--See Rate Schedule M-59S

4. Municipal Service Agreement, Form 108's MN (Rev. 3/90), ND (Rev. 5/90), and Municipal Contract Form SD (Rev. 11/87). A paragraph 7(c) or an appendix should be added to the contract setting forth a detailed explanation of the reasons for, the manner and method of arriving at any variation in rates between the contract rate and the Company's standard rate schedule as specifically filed with and approved by the applicable Public Utilities or Public Service Commission. For example, this might be caused by mixed ownership of the streetlighting system.

Sheet No. 931A.

T | FOR GENERAL OFFICE MANUAL - 3/24/93
(Replaces Sheet Dated 5/31/91)
(Copy to Franchise & Municipal Contract Manual)
(See Acctg. Circular No. 2)

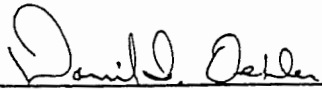
Minnesota and North Dakota - The rates to be charged for municipal pumping service shall be Otter Tail Power Company's standard rates as determined by its standard rate schedules, in accordance with the provisions and charges contained in the applicable schedule of rates in effect at the execution of the agreement. They will be superseded by amendments or changes, as approved during the terms of the agreement by the Public Utilities or Public Service Commission of the state involved.

South Dakota - The rates to be charged for municipal pumping service shall be Otter Tail Power Company's standard rates as determined by its standard rate schedules as specifically filed with and approved by the Public Utilities Commission and which are in effect at the execution of the agreement.

A paragraph (11(a) for Minnesota and North Dakota and 12(d) for South Dakota) should be added describing the delivery points where the 2% primary metering discount applies (if applicable).

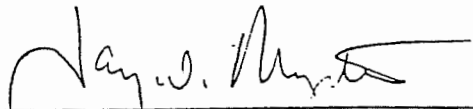
Paragraph (12 for Minnesota and North Dakota and 13 for South Dakota) should indicate how and where (if applicable) the fire siren is served.

If any other provision in the contract is to be modified, a notation should be made in the applicable paragraph and an appendix should be attached as part of the contract.



Administrator, Price Regulations

APPROVED:



Vice President, Governmental & Legal

South Dakota Public
Utilities Commission
Date Filed: June 25, 2001

Doug Kjellerup
COO, Energy Delivery

7/27/01
Effective
Order Date: 7/27/01
Docket No:
ET.01-01

Mgr.		Dept. Head	
Off. Mgr.		Ass't.	

Policy Manual
VP, Customer Service, MN & SD
Sheet No. 939 - Reviewed: 10/96

SUBJECT: CONNECTION CHARGE FOR SEASONAL COTTAGE CUSTOMERS

T | Rules No. 10 and 10(a) of Additional Rates, Rules and Regulations for Lake Cottage Service and Residential Service in Rural Areas provide a connection charge of \$40.00 (nonrefundable) for the initial connection to serve a seasonal cottage. This charge is in addition to the customer connection charge for Residential Service.

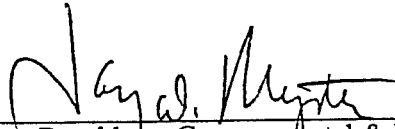
This connection charge applies to seasonal cottages at beaches served by Otter Tail Power Company. The basic reason for such a charge is the small annual revenue provided by the average seasonal cottage.

This connection charge does not apply to a full-time, year-round customer.



Administrator, Price Regulations

APPROVED:



Vice President, Governmental & Legal

OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

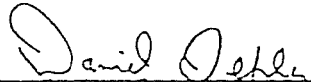
Section No. 5
First Revised Sheet No. 29
Cancelling Original Sheet No. 37

FOR GENERAL OFFICE MANUAL - 5/25/89
(Replaces Sheet Dated 11/1/71)

SUBJECT: SERVICE TO VEHICLE HEATING APPLIANCES

Electric service to outlets that are installed for the specific sole purpose of providing heat to vehicles may be served at rate schedule R-91 for water heating. This policy may be applied whether or not there is a water heater connected to the circuit.

Service to this type of customer should be connected or disconnected on a manual basis and not through the seasonal bill code. For circuits without a water heater, Divisions should be alert to and check on any off-season use.



Administrator, Regulatory Filings

APPROVED:



Vice President, Governmental & Legal

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary

OTTER TAIL POWER COMPANY
Fergus Falls, Minnesota

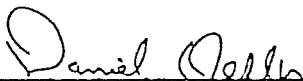
Section No. 5
First Revised Sheet No. 30
Cancelling Original Sheet No. 39

FOR GENERAL OFFICE MANUAL - 5/25/89
(Replaces Sheet Dated 9/26/73)

SUBJECT: OPTIONAL OR ALTERNATIVE RATE SCHEDULES

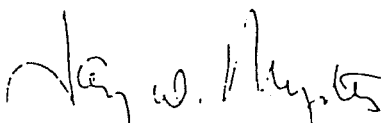
Each customer should be served at the most advantageous rate schedule for which the customer can qualify. Where there are optional or alternative rate schedules the customer should have the opportunity and has the responsibility to select the most advantageous rate. Each Division office should periodically review billing of customers who might qualify for a more advantageous optional or alternative rate schedule. Customers who so qualify should be advised. The billing should be also reviewed for customers who have a relatively large change in monthly demand or energy use. The customer is the only one who can best determine whether his future load will follow the pattern of the past or estimate monthly use based upon increased load. Therefore, while the company has the responsibility to advise the customer, it is the customer who has the responsibility to select the rate schedule.

The customer, after selecting a particular rate schedule, shall take service under said rate schedule for a period of not less than twelve months, unless the rates are changed or there is a material change in the customer's load. Customers whose normal changes in load follow a seasonal pattern do not qualify for a change in rate solely because of the provision for a "material change in the customer's load."



Administrator, Regulatory Filings

APPROVED:



Vice President, Governmental & Legal

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary

Sheet No. 857

FOR POLICY MANUAL- 4/26/96
(Replaces Sheet Dated 1/4/91)

SUBJECT: EVEN MONTHLY PAYMENT PLAN

The Even Monthly Payment plan is one of the means by which the Company can continue to provide dependable service at reasonable rates. The purpose of the EMP plan is to reduce high bill complaints, promote the Ready Check plan and further promote the concept of the "electric service business" rather than sales of kilowatthours.

In consideration of the above, all residential customers should be encouraged to participate in the EMP plan. Commercial accounts may also participate in the EMP plan:

1. Customers may start the EMP plan at any time.
2. There is no charge for the EMP plan.
3. 6% interest will be paid on the average daily credit balance.
4. The customer can return to conventional billing at any time.
5. Customers with arrears 60 days or older are not eligible.
(Exception: Cold weather rule using transaction "AAST".)
6. Budget status code 6 should be used for fuel assistance customers in all three states. This code indicates that when the EMP payment was calculated, the amount of fuel assistance was taken into consideration.
7. The EMP payment may be difficult to estimate for a new customer.
Please use screen "DEPC" for the last customer, consider if the new customer has a different size family, any heating or appliance changes. The EMP payment customers are reviewed quarterly, so the EMP amount can be changed.
8. The computer review of all EMP customers will continue with the information being forwarded to the Division offices on selected customers where changes in the EMP payment amount may be necessary. Refrain from changing the amount of the EMP payment, as frequent changes discourage participation in the plan.
- N | 9. Ready Check Customers that are also on the EMP (Even Monthly Payment Plan) will automatically receive a copy of their electric service bill during their settle-up month.

Sheet No. 858


FOR POLICY MANUAL- 4/26/96
(Replaces Sheet Dated 1/4/91)

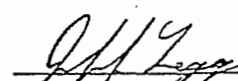
10. The procedure for settle-up month with a debit balance is that the maximum amount billed on the 12th month is the larger of 125% of the old EMP amount or the old EMP amount plus \$5.00. If these limits are exceeded, the old EMP amount will be billed and the excess or carry-over amount will be spread over the next twelve months.
11. All customers (including Ready Check customers) billed on the 12th month or settleup month, with a debit account balance of less than \$5.00 will have this amount entered into the budget balance. A copy of the bill with a zero account balance due will be sent to the customer.
12. A EMP settle-up check is automatically printed for a customer with a credit balance over \$5.00 on the 12th month. Credit amounts under \$5.00 may be refunded or left in the account balance at the Division's discretion.
Exception: No annual EMP review refund checks will be written for customers that have fuel assistance or budget status code of 6. (Special EMP payment for fuel assistance customers.)
13. If for some reason the EMP settle-up check written by BAD&O should not have been written, return the check with a "DAUD" screen print to Records Control and Payable. The account number, name, check number, and amount should be highlighted. Records Control and Payable will cancel the check and enter the credit to that account for the exact amount of the check.

Every effort should be made to retain existing customers on EMP as continued participation is required for a successful EMP plan. Customers who change location within our service territory should be kept on the EMP plan:

1. Use a budget transfer code of "1" or "2" on the UTOF (turnoff) screen to transfer the EMP balance to the new account.

T | New residential customers receive an explanation of EMP with their first electric service bill. Customers not on EMP will be contacted by electric service bill inserts and other advertising programs.


Supervisor, Division Services

T | 
Controller

South Dakota Public
Utilities Commission
Date Filed: June 25, 2000

Doug Kjellerup
2000, Energy Delivery

7/27
Effective 7/27
Order Date:
Docket No. EL01

Sheet No. 859

FOR POLICY MANUAL- 4/26/96
(Replaces Sheet Dated 5/25/89)

SUBJECT: READY CHECK PLAN

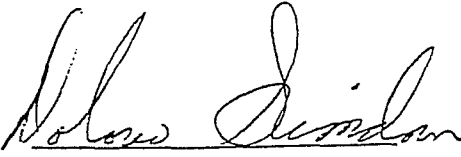
T Our Ready Check plan has proven to be convenient and economical for both the Company and the Customer. Its use should be encouraged with our Customers.

The Customer fills out an authorization which enables Otter Tail to draw a draft on the Customer's bank account. The Customer may pick the date (within 25 days of the bill date) on which their Ready Check will be processed at Otter Tail. If the date selected falls on a Saturday or Sunday, the Ready Check will be processed on the following Monday. If the date selected falls on a Holiday, the Ready Check will be processed on the next working day. Otter Tail deposits the Ready Checks in a central bank, they are paid through regular banking channels and the local bank handles them as any other check drawn on the Customer's account. The billing detail is shown on the Ready Check and the Customer will receive the Ready Check with their canceled checks. If their banking institution does not return their canceled checks or the Customer prefers to have a copy of their electric service bill that is paid by the bank, the Customer should notify their Division Office. The Division Office staff will insert a "Y" code for Print Copy of bill on the ARCK or URCK (add Ready Check or Update Ready Check) so a copy of their electric service bill paid by Ready Check will be sent to the Customer each month.

New residential Customers receive an explanation of Ready Check with their first electric service bill.

Ready Check Customers that are also on the EMP (Even Monthly Payment Plan) will automatically receive a copy of their electric service bill during their settle-up month.

Division Office Staff and Service Representatives will assist our Customers with their Ready Check application.


Supervisor, Division Services

T 
CONTROLLER

FOR GENERAL OFFICE MANUAL - 2/14/92
(Replaces Sheet Dated 4/17/89)

SUBJECT: METER READING

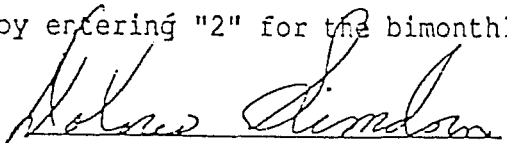
POLICY: Meters can be read monthly or bimonthly at the discretion of the Division Managers.

Exceptions:


1. All meters with a full scale demand must be read every month.
2. All meters on a commercial rate should be read every month.
3. All meters that are coded as additive or subtractive must be read every month.
4. The following rates are entered into the processor for reading every month: 170, 180, 190, 199, 241, 680, 850 to 857 series, 902, 910, 930, 940.
5. Rate 241: You must enter a demand reading for all accounts on Rate 241. During the months that are not controlled, a demand of .0 will be accepted in the AMR.

Procedure:

1. Read an account bimonthly by changing the read card code on the UACT screen from "N" to "Y".
2. Read an account every month by changing the read card code on the UACT screen from "Y" to "N".
3. Read an entire route in the even months by entering "0" for the bimonthly read code on the URTE screen.
4. Read an entire route in the odd months by entering "1" for the bimonthly read code on the URTE screen.
5. Read an entire route every month by entering "2" for the bimonthly read code on the URTE screen.


Supervisor, Division Services

APPROVED:


Controller

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION
Date Filed: February 26, 1993

Effective: April 30, 1993
Order Date: April 20, 1993
Docket No.: EL93-006

Jay D. Myster, Corporate Secretary